

DIVISION OF INFORMATION TECHNOLOGY

SERVICE LEVEL AGREEMENTS

I. Introduction

A. DoIT's Products and Services

The Division of Information Technology (DoIT) is the central provider for the State of Indiana information infrastructure. DoIT provides many different information-related products and services to the various state agencies.

DoIT offers its “services” to customers either on an ad hoc basis, or via a project plan. DoIT’s services are sold by the hour, with the hourly rate depending on the type of service provided. Billing may be either monthly, or upon completion of the project plan.

DoIT also sells “products”, which are prepackaged, and are billed monthly by the unit of product provided, rather than by the hour. Some of these products (called “basic products”) are part of the infrastructure provided automatically to any agency on the campus backbone. An agency may choose to use these basic products, or not. But, due to the need for a coordinated infrastructure, all agencies on the state campus are charged for them as part of their Centrex connection fee. In addition to the basic infrastructure products, DoIT also offers many other information-related products (called “other products”), which are charged only to those agencies that elect to buy them.

B. Purpose of this Web Site

This web site describes all of the prepackaged products an agency may purchase from DoIT. It includes details on what unit of measure the product is billed by, what features an agency can expect to get for their monthly charge, what level of product quality will be maintained, how the level of quality will be measured, and how to request help with the product

Given the prior use of the terms “services” and “products”, there is a potential for confusion when we use the industry-standard term “service level agreement”, or “SLA”, to describe the standard of quality we expect to maintain for DoIT’s products. In addition to calling time we sell by the hour “services”, and calling maintenance “service”, we also call our products “services”, since they are on-going processes. The word “service” may be somewhat overworked. Hopefully, in order to clarify things for this document, just remember that DoIT produces its services, and services its products. The SLAs detailed in this document describe how we intend to service those products.

C. Metrics

The metrics DoIT uses to measure product quality will only be as good as the tools DoIT has available for measurement. Therefore, we will start simple and develop more metrics as we go. The initial metric for many of DoIT’s products will be availability, as measured by DoIT’s Big Brother monitoring system. Eventually, we hope to also use robot transactions and/or other methods to gather application response times. In addition to these general reliability and performance metrics, we may draw other potential metrics

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from other aspects of the products we service, such as transaction volumes, restore time for backups, technician response time to problems, etc. Once a particular metric has been chosen to measure a service level, DoIT will develop a baseline for that metric to determine what is normal and what indicates a problem.

II. Service Level Agreements for DoIT's Products

A. Telephone Service

1. Telephone Service in Brief

The object of this service is to provide reliable, high quality telephone service to all agencies on the state campus.

2. Who Uses DoIT's Telephone Service?

State agencies housed on the state campus buy this service from DoIT because they depend on their staff having universal access to telephones, and other telecommunications equipment, in order to accomplish their agency missions.

3. Telephone Service Description

As part of the Telephone System Service, DoIT will provide all necessary support and maintenance to the central telephone system, including making sure the system performance is acceptable, and troubleshooting any problems.

DoIT will provide customer agencies with a selection of telephone desk units and support all telephone accounts including troubleshooting reported problems. Voice support services, including moves, adds and changes of phone systems, are charged at the standard voice/data infrastructure technician hourly rate.

4. Service Details

a. Hours of service: 7:30 a.m. – 4:30 p.m.

b. Dial-tone availability: 99.9%

c. New phone installation, phone moves:

1) 1 – 5 phones:

75% in less than 3 business days,

100% in less than 5 business days*

2) 6 – 20 phones:

75% in less than 5 business days,

100% in less than 7 business days*

3) 21+ phones:

75% in less than 7 business days,

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100% in less than 10 business days*

*assumes all necessary building cabling is in place. If cable not present, installation and move times will be provided through a project estimate.

5. Service Processes

a. New phone/move process

- 1) Completed and accurate Telephone Service Order (TSO) is turned in to DoIT
- 2) Questions regarding information needed for accurate TSO are forwarded to agency CSA
- 3) Service window begins upon receipt of order
- 4) Work will be scheduled between DoIT and agency contact
- 5) Order is completed with agency confirmation of new or moved phone is in working order

b. Trouble Process

- 1) Call is placed to the DoIT Help Desk at 232-3125 or trouble ticket is submitted through DoIT's web based Magic Solutions trouble ticketing system
- 2) Tickets must include jack numbers and phone numbers of the impacted stations and a brief description of the problem
- 3) Service window begins upon receipt of trouble ticket
- 4) Technician will contact agency representative identified on the trouble ticket within 30 minutes

5) Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- a) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- b) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- c) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

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- 6) Problem ticket is closed with agency confirmation that service has been restored

6. Rates

- a. **Monthly dial-tone rate:** Vendor cost is variable rate plus \$4.75 surcharge
- b. **New phone, move or change labor rate:** \$75 per hour
- c. **Service labor rate:** Included in monthly dial-tone rate
- d. **Service order processing rate:** There is no longer an order processing charge

B. Data Network Service

1. Data Network Service in Brief

The objective of this service is to provide agencies on the state campus with both the physical network infrastructure and a range of network services, including connectivity services, security services, and basic e-mail capabilities.

2. Who Uses DoIT's Data Network Service?

The customers of this service are all agencies either located on the state campus, or attempting to communicate with the state campus, which need to transfer data across a reliable data path.

3. Data Network Service Description

a. Physical Campus Data Network

As part of the Physical Campus Data Network, DoIT will provide all necessary design, installation, support and maintenance for the campus network devices, including making sure there is enough bandwidth for customer usage, making sure the system performance is acceptable, troubleshooting any problems, and performing any other needed maintenance.

b. Data Network Services

The following is provided to the customer as part of the Data Network Services:

1) Network Connectivity Services

a) IP Address Management

This service ensures that no two devices on the same subnet have the same IP address, thus avoiding network conflicts.

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(1) Static IP Tracking

DoIT assigns and tracks ranges of static IP addresses, and maintains policies for their use. Static IP addresses are used by agencies for devices such as servers, which remain active all the time. Since the turnover rate for such devices is much lower than for workstations, the ranges assigned to various agency IT staffs are manually tracked in a database by DoIT staff.

(2) Dynamic Host Configuration Protocol (DHCP) services

This service dynamically assigns IP addresses to workstations. DoIT provides a DHCP server to do this automatically. The advantage of this service is that it prevents agencies from wasting part of their assigned IP addresses on workstations that are not in use.

Setup of the workstations for DHCP is an optional part of the service, since many agencies have an internal IT staff to do this. (No account maintenance is usually required, but problems with the initial setup can cause problems running software, and server failure can prevent new PCs from receiving an IP address)

b) Transparent Connection

This service allows the customer to transparently access any IT device they need in the performance of their jobs. It consists of the following elements:

(1) Domain name service (DNS)

This service allows the customer to connect to the Intranet and Internet by translating the various domain names into their corresponding IP addresses.

(2) Simple mail transfer protocol (SMTP) based electronic mail service

This service provides both internal and external e-mail connectivity.

(3) LDAP - Statewide directory services

This service gives the customer access to a statewide directory of e-mail addresses.

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(4) Mainframe Connectivity

This service allows the user to have transparent access to the mainframe by native TCP/IP, native SNA, or by emulating SNA over TCP/IP.

(5) VPN Management

This service allows devices which are logically contiguous, but not physically contiguous, to be managed as if they were all on the same subnet.

c) Network time protocol (NTP) service

This service allows customers to synchronize their server times by polling a central time server.

2) Network Security Services

a) Firewall

This service provides protection between the State's campus network and the Internet by screening out unauthorized, and potentially malicious traffic.

b) Intrusion Detection

This service is a second line of defense. It supplements the firewall service by performing a more detailed and "intelligent" analysis of incoming traffic to detect anything unauthorized and/or malicious that has made it through the firewall

c) Encryption

There are actually several services, which can secure various data streams by scrambling them and requiring the authorized receiver of the data to have a de-scrambler. Encrypted data captured by any unauthorized party is unusable. If desired, customers can arrange for encrypted VPN traffic, secure e-mail traffic, and encryption of digital signatures.

d) Filtering

Internet sites and network protocols will be filtered consistent with administration policy

3) Bandwidth Management

a) Campus Core

This service assures that agencies have adequate bandwidth from their LAN to the campus core. Connections will be provided based on the amount of traffic and LAN design. Redundancy of connections to the core is not provided as a

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standard service, but may be provided by DoIT if requested by the agency and if the agency assumes the cost of additional hardware, software and labor.

b) Internet

DoIT will manage the shared Internet bandwidth and pursue upgrades when the need is apparent. Upgrade recommendations will be made after a study of usage and traffic patterns and approved by the State's CIO.

4. Service Details

- a. Hours of service:** 7 X 24
- b. Campus network availability:** 99.99%
- c. Internet availability:** 98%
- d. New IP address assignment:** 8 business hours

5. Service Processes

a. New connection/move process

- 1) Consult with Network Technical Services (NTS) regarding need
- 2) NTS works with the customer regarding alternatives and costs, makes recommendation
- 3) A completed and accurate Data Service Order (DSO) is turned in to DoIT fulfilling need
- 4) Questions impacting the accuracy of the DSO are forwarded to agency CSA
- 5) Service window begins upon receipt of order
- 6) Work will be scheduled between DoIT and agency contact
- 7) Order is completed with agency confirmation of completed objectives

b. Trouble Process

- 1) Call is placed to the DoIT Help Desk at 232-3125 or trouble ticket is submitted through DoIT's web based trouble ticketing system

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- 2) Tickets must include a description of the problem, services impacted, and phone numbers of appropriate contacts for speedy resolution
- 3) Service window begins upon receipt of trouble ticket
- 4) Technician will contact agency representative identified on the trouble ticket within 30 minutes

5) Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- a) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
 - b) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
 - c) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment
- 6) Problem ticket is closed with agency confirmation that service has been restored

6. Rates

- a. **Monthly rate:** \$8.50 per Centrex line
- b. **Labor rate:** Depends on expertise provided. A complete list of DoIT rates can be found at the DoIT home page. There is no charge for hardware or software problems maintained by DoIT. Labor provided to solve a problem found to be a customer's responsibility is billed at the hourly rate of the technician(s) involved.
- c. **Service labor rate:** Included in monthly rate
- d. **Service order processing rate:** Not applicable

C. File and Print Service

1. File and Print Service in Brief

This service is designed to provide customers with workstation networking, which allows them to share disk storage and printers. The server and network operating system which provides these services is owned and operated by DoIT, and is shared by other agencies. This makes the service more cost effective.

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2. Who Uses DoIT's File and Print Service?

Customers of this service include agencies that want to take advantage of industry-standard networking functions, and which also want the economies of scale DoIT can offer.

3. File and Print Service Description

The following will be provided to the customer as part of this service:

a. File and print service setup

As part of its file and print service DoIT will provide access to a licensed central file and print server, where the customer agency's documents can be stored, and where the customer agency's staff can access them, and print them. Note: Workstation configuration and support are a separate service.

Once a customer agency has arranged for DoIT to provide its file and print service, DoIT will set up a customized directory structure for the agency which includes a home directory and a logon ID for each named user, and a print queue for each networked printer. Other features will be established upon agency request, such as customized groups, trustee rights, and public folders.

b. Ongoing server maintenance

DoIT will perform routine backups of each directory, and will restore directories or user files on request. DoIT will also provide all necessary support and maintenance to the central file and print server, including making sure there is enough space for the user home directories, making sure the server performance is acceptable, and troubleshooting any problems. If an agency's directory structure becomes corrupted, DoIT will repair it, and perform any other needed maintenance.

DoIT will also make sure the central file and print server is kept current, in terms of patches or bug fixes, new releases of the software, and upgrades to the hardware.

DoIT will provide screening for known viruses at the firewall, at the central file and print server, and at the workstation.

c. Ongoing account maintenance

Upon request, DoIT will establish new user accounts, make user account changes, and/or delete user accounts. DoIT will also assist users with account password resets and other account troubleshooting. Upon request, DoIT will establish and/or update individually managed group directories and aliases.

4. Service Details

a. Hours of service: 6:00 a.m. to 6:00 p.m.

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- b. File server availability:** 99.8%
- c. Password changes:** Immediate through the Help Desk
- d. User account maintenance (New user, changes, deletions):**
 - 1) 8 business hour max
 - 2) 75% within 2 business hours

5. Service Processes

a. New business/service process

- 1) For current customer new service requests, call the Help Desk at 232-3251 or use appropriate work order request.*
- 2) A completed and accurate new server based computing order (SBCO) will be forwarded to the Help Desk.
- 3) Service window begins upon receipt of order
- 4) Work will be scheduled between DoIT and agency contact
- 5) Order is completed with agency confirmation of completed objectives

**On-line work orders are currently in development*

Note: Consult with a DoIT business consultant or Rob Williams for major new initiatives or service enhancements.

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

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5) Technician Definition

- a) **Level-1** = Help Desk Support technician
- b) **Level-2** = Applicable section technician/engineer
- c) **Level-3** = Vendor technician/engineer

c. Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- 1) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- 2) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- 3) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

6. Rates

- a. **Monthly rate:** \$20 per user and \$40 per GB of disk space used
- b. **Labor rate:** For support outside the commodity services defined above, the charge is \$75 per hour.
- c. **Service labor rate:** Included in monthly rate
- d. **Service order processing rate:** Not applicable

D. Enterprise Messaging Services

1. Messaging Services in Brief

This service is designed to provide customers with efficiently run groupware capabilities, such as e-mail, calendar, and scheduling. Current offerings include Microsoft Exchange and Capitaris's RightFax. The advantage of buying this service from DoIT is that the customer agency doesn't have to provide and maintain its own e-mail server, or its own e-mail software. Because DoIT's e-mail service is able to operate at high volumes across many agencies, the overall cost is reduced by economies of scale, and the level of maintenance expertise is enhanced by greater experience.

2. Who Uses DoIT's Messaging Services?

Customers of this service include agencies that want to take advantage of industry-standard groupware software and the volume benefits offered by DoIT.

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3. Enterprise Messaging Services Description

The following will be provided to the customer as part of this service:

a. E-mail services setup

As part of its e-mail service DoIT will provide access to a licensed central e-mail server, where the customer agency's e-mail can be stored, and where the customer agency's staff can access it.

Once a customer agency has arranged for DoIT to provide its e-mail service, DoIT will set up a post office for the agency, a mailbox for each named user, and a coordinated calendar for each named user. DoIT will also configure a conference room reservation system if the agency needs one. Other features will be established upon agency request, such as distribution lists, alias lists, and public folders. Disk storage space of 100MB will be provided for each mailbox, and 50MB per named user will be provided for the agency to use in public folders.

The agency will have the ability to access e-mail over the Internet at <http://extranet.state.in.us>

Note: Workstation configurations or migrations from other e-mail applications may include additional costs depending on the scope of such activities.

b. Fax services setup

As part of its messaging services DoIT will provide access to a licensed central fax server where the customer agency's staff can access it.

Once a customer agency has arranged for DoIT to provide fax service, DoIT will configure the customer's mailbox and workstation for fax services

Note: Workstation configurations or migrations from other e-mail applications may include additional costs depending on the scope of such activities.

c. Ongoing messaging services maintenance

DoIT will perform routine backups of each post office, and will restore user message or fax on request. DoIT will also provide all necessary support and maintenance to the central mail server, including making sure there is enough space for the user mailboxes, making sure the server performance is acceptable, and troubleshooting any problems. If an agency's post office becomes corrupted, DoIT will repair it, and perform any other needed maintenance.

DoIT will also make sure the central mail server is kept current, in terms of patches or bug fixes, new releases of the software, and upgrades to the hardware.

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DoIT will provide screening for known viruses at the firewall, with specific filters being the customized on the central mail server as needed during any virus cleanup.

d. Ongoing account maintenance

Upon request, DoIT will establish new user accounts, make user account changes, and/or delete user accounts. DoIT will also assist users with mailbox password resets and other account troubleshooting

Upon request, DoIT will establish and/or update individually managed distribution lists and aliases. If a user's mailbox becomes corrupted, DoIT will repair it, or restore it from tape, and perform any other needed maintenance.

4. Service Details

a. Hours of service: 24 x 7

b. File server availability: 99.8%

c. Password changes: Immediate through the Help Desk

d. User account maintenance (New user, changes, deletions): 8 business hour max., 75% within 2 business hours

e. Maintenance Window:

Sunday 6:00 a.m. – 10:00 a.m., 72 hour notification of use, customer notification of two weeks is requested to prohibit use of maintenance window.

5. Service Processes

a. New business/service process

- 1) For current customer new service requests, call the Help Desk at 232-3251 or use appropriate work order request.*
- 2) A completed and accurate new service order will be forwarded to the Help Desk.
- 3) Service window begins upon receipt of order
- 4) Work will be scheduled between DoIT and agency contact
- 5) Order is completed with agency confirmation of completed objectives

On-line work orders are currently in development

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Note: Consult with a DoIT business consultant or Phil Brummit, for major new initiatives or service enhancements.

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

5) Technician Definition

- a) **Level-1** = Help Desk Support technician
- b) **Level-2** = Applicable section technician/engineer
- c) **Level-3** = Vendor technician/engineer

c. Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- 1) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- 2) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- 3) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

6. Rates

- a. **Monthly rate:** \$5 per mailbox for email; an additional \$8.00 per mailbox for fax services
- b. **Labor rate:** Labor for this service is rarely required outside of the original migration. Migration labor charges are \$65 per hour for establishing the mailboxes and moving the mail into them, and \$75 per hour for reconfiguring the desktop workstations..

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c. Service order processing rate: Not applicable

E. Database Hosting Services

1. Database Hosting Service in Brief

This service is designed to provide customers with a secure, responsive, reliable database hosting environment on which to run their database applications, and the personnel and functions necessary to manage the server, or servers, which run those applications. Because DoIT's database servers are centrally housed, and administered, and because they can be sized to run applications from more than one agency, customers can achieve major savings in the cost of hardware, software, site control, and personnel by letting DoIT host their applications. Database engines for which this service is available include the three ITOC recognized standard databases: DB2, Oracle, and SQL Server and two legacy products IMS and IDMS.

2. Who Uses DoIT's Hosting Service?

The customers of this service are agencies which are on the state backbone, and which have database applications they need to access, but which prefer to let DoIT manage the acquisition and ongoing maintenance of the infrastructure needed to provide that access.

3. Hosting Service Description

The following is provided to the customer as part of the Database Hosting Service:

a. Database Infrastructure Services

1) Database environment

As part of its hosting service DoIT will provide access to a licensed central database environment, where the customer agency's database can be stored, and where the customer agency's staff can use it. DoIT will establish any necessary user accounts.

DoIT will, in conjunction with customer defined and agreed-to requirements, establish, maintain and manage central server-based transaction processing regions and facilities for accessing the database.

2) Ongoing server maintenance

DoIT will provide all necessary support and maintenance to the central database server, including making sure there is enough server capacity for the application and enough space for the customer files, based on customer-provided information or estimates; managing the server performance to meet jointly agreed-to expectations; and troubleshooting any problems. If the central

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directory becomes corrupt, DoIT will repair it, and perform any other needed maintenance.

DoIT will also make sure the central database environment is kept current, in terms of patches or bug fixes, new releases of the software, and upgrades to the hardware that are required to maintain the agreed-to performance expectations for the customer-provided workload projections.

DoIT will make backup copies of all user account information on the central database environment, and provide off-site storage in case of disaster. At the customer request, DoIT will restore any user account files from a backup tape.

b. Database Administration Services

1) Database software management

DoIT will install and maintain database management software, customizing it to optimize performance on its given the customer platform. DoIT will coordinate installs to ensure operating system and hardware compatibility. Software upgrades will be scheduled during off hours to limit the impact to normal application processing. Sufficient time will be provided for system and application testing before upgrades are fully implemented.

2) Database Backup and Recovery

DoIT will schedule database backups to meet the recovery needs of the application. These backups will be scheduled to minimize application interference. DoIT will coordinate and optimize backup strategies by using DBMS utility backups with, or without operating system backups, minimizing duplicate tasks while ensuring adequate backups. All recovery scenarios are developed to ensure point-in-time recovery as needed by the application. DoIT will ensure off-site copies of the backup data are properly scheduled and maintained. DoIT will also set up and maintain offsite recovery documentation and support material to recover from a disaster in a timely manner.

3) Database Performance Tuning

DoIT will set up scripts and procedures to evaluate database file growth and optimization. DoIT will change database size and structure when the performance or capacity statistics indicate the need for optimization or enlargement. DoIT will make sure that resource needs are understood to optimally enhance database performance. DoIT will work closely with the database designers to understand how business process changes may be successfully integrated with possible database design or resource modifications.

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4) Database Troubleshooting

DoIT has a number of qualified DBAs available to ensure that we can respond in a timely manner to any inquiries concerning database availability. During normal business hours, DoIT will follow the performance guidelines listed in the Support Methods and Metrics Section. Off-hour support is also provided, based on the requirements of the application. Generally, recovery of non-production databases will be performed only during normal business hours. If the DBA on his or her own initiative discovers a problem requiring immediate attention, it will be addressed as quickly as possible in proportion to its level of severity.

4. Cost Recovery

Operating system capabilities and application size force DoIT to use two different cost recovery approaches for hosting services. For applications using the S/390 mainframe as the database server, including DB2, IDMS, IMS, all costs are recovered through a unit charge. This cost includes the hardware, software, systems support and database support charges. For applications using UNIX or MS-Windows as the operating system, costs are recovered differently. Hardware, software and systems support charges are recovered through a per gigabyte charge. The database systems support required is recovered through an hourly rate.

5. Service Details

- a. Hours of service:** 7 X 24
- b. Mainframe server availability:** 99.9%
- c. Distributed server availability:** 99.8%
- d. Password changes:** Immediate through the Help Desk
- e. User account maintenance (New user, changes, deletions):** 8 business hour max., 75% within 2 business hours
- f. Maintenance Window:**
Sunday 6:00 a.m. – 10:00 a.m., 72 hour notification of use, customer notification of two weeks is requested to prohibit use of maintenance window.

6. Service Processes

a. New business/service process

The nature of this service generally requires detailed planning and coordination between DoIT and the customer. New business can be coordinated through a DoIT business consultant or any manager involved

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(Phil Brummit or Mike Johns for SQL and Oracle, Larry Andrews, Ray Hill or Mike Johns for DB2).

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

5) Technician Definition

- a) **Level-1** = Help Desk Support technician
- b) **Level-2** = Applicable section technician/engineer
- c) **Level-3** = Vendor technician/engineer

6) Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- a) **Priority 1 = Service inoperable - 75% of tickets resolved within 4 core hours of assignment**
- b) **Priority 2 = Impaired service - 75% of tickets resolved within 8 core hours of assignment**
- c) **Priority 3 = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment**

7. Rates

a. <u>Service</u>	<u>2002 Rate</u>
CPU – TSO	.024333
CPU – Batch	.024333
CPU – CICS	.039040
CPU – IDMS	.099850

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CPU – IMS	.026380
CPU – DB2	.058260

Note - Rate is per CPU unit used

Oracle	\$240.00
Microsoft SQL	\$160.00

Note – Rate is per GB of storage used. This type of service to date consists of small databases. Larger databases would not be subjected to this rate, but rather an appropriate cost negotiated between the customer and DoIT. Dedicated server SLA's can be developed if the shared environment does not meet customer needs.

- b. Labor rate:** Labor for this service is sometimes part of the project, especially implementation aspects. DB2 charges for setup are recovered through the rate above, while SQL and Oracle may have distinct labor charges recovered at a rate of \$90 per hour.

F. Application Hosting Services

1. Application Hosting Service in Brief

This service is designed to provide customers with a secure, responsive, reliable application hosting environment to run their applications, and the personnel and functions necessary to manage the environment, which run those applications. Because DoIT's application servers are centrally housed, and administered, and because they can be sized to run applications from more than one agency, customers can achieve major savings in the cost of hardware, software, site control, and personnel by letting DoIT host their applications. Application frameworks for which this service is available include IBM Websphere, Microsoft .NET and Oracle Application Server.

2. Who Uses DoIT's Application Service?

The customers of this service are agencies which are on the state backbone, and which have applications they need to access, but which prefer to let DoIT manage the acquisition and ongoing maintenance of the infrastructure needed to provide that access.

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3. Application Hosting Service Description

The following is provided to the customer as part of the Application Hosting Service:

a. Application Infrastructure Services

1) Application Environment

As part of its hosting service DoIT will provide access to a licensed a shared application framework environment, where the customer agency's application can be hosted, and where the customer agency's staff can use it. DoIT will establish any necessary user accounts.

DoIT will, in conjunction with customer defined and agreed-to requirements, establish, maintain and manage central server-based transaction processing regions and facilities for accessing the database.

2) Ongoing server maintenance

DoIT will provide all necessary support and maintenance to the application hosting environment, including making sure there is enough server capacity for the application and enough space for the customer files, based on customer-provided information or estimates; managing the server performance to meet jointly agreed-to expectations; and troubleshooting any problems.

DoIT will also make sure the application hosting environment is kept current, in terms of patches or bug fixes, new releases of the software, and upgrades to the hardware that are required to maintain the agreed-to performance expectations for the customer-provided workload projections.

DoIT will make backup copies of all user account information in the directory and provide off-site storage in case of disaster. At the customer request, DoIT will restore any user account files from a backup tape.

4. Service Details

a. Hours of service: 7 X 24

b. Distributed server availability: 99.8%

c. Password changes: Immediate through the Help Desk

d. User account maintenance (New user, changes, deletions): 8 business hour max., 75% within 2 business hours

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e. Maintenance Window:

Sunday 6:00 a.m. – 10:00 a.m., 72 hour notification of use, customer notification of two weeks is requested to prohibit use of maintenance window.

5. Service Processes

a. New business/service process

The nature of this service generally requires detailed planning and coordination between DoIT and the customer. New business can be coordinated through a DoIT business consultant or the business unit manager (Phil Brummit).

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

5) Technician Definition

- a) **Level-1** = Help Desk Support technician
- b) **Level-2** = Applicable section technician/engineer
- c) **Level-3** = Vendor technician/engineer

6) Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- a) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- b) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- c) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

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6. Rates

a. Monthly rates:

- 1) Captiva FormWare-**To be determined (TBD)
- 2) FileNet Panagon-**TBD
- 3) IBM Websphere-**TBD
- 4) Microsoft Host Integration Server-**TBD
- 5) Microsoft .NET-**TBD
- 6) Microsoft Project Server-**TBD
- 7) Oracle Application Server-**\$350 per instance per month

b. Labor rate: Labor for this service is rarely necessary. Initial set-up for new applications may require labor charges of \$65 per hour.

c. Service order processing rate: Not applicable

G. Server Based Computing (Citrix)

1. Server Based Computing in Brief

This service is designed to provide customers with desktop applications, even when their desktop hardware is old, or is remote from the source of their applications. It gains its efficiency, particularly over slow linkages, by running the desktop applications on a centrally located server farm, and sending only screen updates across the wire. In this way, even microcomputers that are very old, and/or very distant, can run advanced or specialized applications at a reasonable speed.

2. Who Uses DoIT's Server Based Computing?

Customers of this service include agencies with remote connections, which need to access computer applications, and also agencies wishing to implement thin client architecture by deploying new software to older workstations.

3. Server Based Computing Description

The following will be provided to the customer as part of this service:

a. Citrix Server

As part of server based computing, DoIT will provide access to a licensed Citrix server, which will host the user's desktop application. DoIT will establish user accounts, if necessary. NOTE: additional accounts may need to be established with the agency or entity that controls the application (i.e. Budget Agency for BUDSTAR, GMIS for Peoplesoft.)

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Once a customer agency has arranged for DoIT to provide server based computing service, DoIT will set up customized application icons for the agency's personnel, which allow them to link to their desired applications. DoIT will install the applications on the Citrix server if necessary.

NOTE: Access to the Citrix server farm is a single service. Once it is obtained, the customer agency may make arrangements to access any applications that are generally available via Citrix. The agency may also choose to have DoIT set up its workstations, to provide a complete connection between each user and their remote applications.

b. Ongoing server maintenance done in a timely manner, including:

DoIT will provide all necessary support and maintenance to the Citrix server, including operating system patches, fixes, and upgrades. In addition, DoIT will troubleshoot problems related to the Citrix environment.

If an agency's applications become corrupted, DoIT will work with the appropriate agency and/or vendor to repair them, and perform other maintenance and/or upgrades as needed.

DoIT will provide screening for known viruses at the Citrix server.

c. Ongoing account maintenance

Accounts in Citrix are based on the domain accounts established in the NT environment. DoIT will set these up if they are not already in existence.

4. Service Details

a. Hours of service: 7 X 24.

b. Service availability (from servers): 99.8%

c. Password changes: Immediate through the Help Desk 7:30 a.m. – 4:30 p.m.

d. User account maintenance (New user, changes, deletions): 75% within 2 business hours, 8 business hour max.

e. Maintenance Window:

Sunday 6:00 a.m. – 10:00 a.m., 72 hour notification of use, customer notification of two weeks is requested to prohibit use of maintenance window.

5. Service Processes

a. New business/service process

- 1) For current customer new service requests, call the Help Desk at 232-3251 or use appropriate work order request.*

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- 2) A completed and accurate new service order will be forwarded to the Help Desk. Service window begins upon receipt of order
- 3) Setup will be scheduled and coordinated between DoIT and agency contact
- 4) Order is completed with agency confirmation of completed objectives

* On-line work orders are currently in development

Note: Consult with a DoIT business consultant or Phil Brummit, for major new initiatives or service enhancements.

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

5) Technician Definition

- a) **Level-1** = Help Desk Support technician
- b) **Level-2** = Applicable section technician/engineer
- c) **Level-3** = Vendor technician/engineer

c. Problem Solving Goals

DoIT will log all support calls with an overall goal of:

- 1) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- 2) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- 3) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

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6. Rates

- a. Monthly rate:** \$22.50 per user account per month
- b. Labor rate:** Labor for this service is rarely necessary. Initial set-up for new applications may require labor charges of \$65 per hour.
- c. Service order processing rate:** Not applicable

H. Desktop Support Services

1. Desktop Services in Brief

The object of this service is to provide reliable desktop operation and assist either remotely or directly when problems are encountered.

2. Who Uses DoIT's Desktop Support Service?

State agencies housed on the campus or in remote locations buy this service from DoIT either because of the time demands required to support desktops or to allow their own IT resources to focus on other operational areas or user productivity.

3. Desktop Support Description

DoIT offers three different types of support from the Desktop Services team. The services are as follows:

a. Comprehensive

DoIT resources provide the following:

- 1) Initial installation and setup of personal computer
- 2) Troubleshoot personal computer hardware
- 3) Coordinate fix activities on hardware
- 4) Troubleshoot and maintain standard MS-Office applications (this does not include training or help desk assistance regarding the use).

Support will be provided through on-site technical visits and remote control troubleshooting using appropriate management software. DoIT will consider providing desktop support for remote locations on a case-by-case basis. For single remote locations in close proximity to the government campus, this may only involve including an hourly rate for needed travel time. For customers with numerous remote sites, this service will require cooperation between the agency and DoIT to provide a competent field support staff.

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b. Best Practices

DoIT resources identify a standard desktop configuration in conjunction with the customer. The desktop is then locked down and customer data is stored only on file servers. If there is a problem with the customer PC, a call is placed to the help desk. At that time, if necessary, a refreshed copy of the standard desktop will be installed on the desktop. If a problem persists, a call is placed for hardware maintenance. Because of the standardized desktop and simplicity of support, customers must be sure not to store any data locally as refreshing the desktop could result in the loss of this data. This service may not be available for all customers depending on the age and manufacturer(s) of the PC installed base.

c. Lockdown/Remote Control

DoIT resources will provide the following:

- 1) Install and maintain the Microsoft Windows SMS client on user desktops.
- 2) Configure the PC so users cannot make configuration changes.
- 3) Assist agencies as requested to help their Help Desk or technical support staff use remote management software to support local and remote desktops.
- 4) Provide assistance with the packaging of software for automated installation at a time of the customer's choosing.

d. Time and Materials

DoIT will provide unscheduled assistance on an as needed basis. Charges are time and materials with the standard hourly rate applying. Assistance may be for consulting or troubleshooting. Response time for this service is not guaranteed due to the variable nature of this type of workload and limited resource availability. Recurring services listed in a & b above have priority with DoIT resources over this service if there is a conflict or time constraint.

4. Service Details

- a. **Hours of service:** 7:30 a.m. to 4:30 p.m.
- b. **Technician response time:** 30 minutes from notification
- c. **Password changes:** Immediate through the Help Desk
- d. **User account maintenance (New user, changes, deletions):** 8 business hour max., 75% within 2 business hours

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5. Service Processes

a. New business/service process

- 1) For current customer new service requests, call the Help Desk at 232-3251 or use appropriate work order request.*
- 2) A completed and accurate desktop work order (DWO) will be forwarded to the Desktop Support team
- 3) Service window begins upon receipt of order
- 4) Work will be scheduled between DoIT and agency contact
- 5) Order is completed with agency confirmation of completed objectives

On-line work orders are currently in development

***Note:** Consult with a DoIT business consultant or Desktop Support Manager, Rob Williams, for major new initiatives or service enhancements.

b. Trouble Processing

- 1) Call is placed to the DoIT Help Desk (317) 232-3251 or ticket is opened through web ticket interface.
- 2) The Help Desk Support technician (Level 1) will get the problem description and contact information, and open a ticket giving the caller the ticket number.
- 3) If the problem is not solvable immediately by the Help Desk technician, the ticket is assigned to an applicable technician (Level 2).
- 4) If the problem is still not resolvable within an appropriate timeframe, a support call will be made to the applicable vendor by the technician (Level 3).

5) Technician Definition

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c. Problem Solving Goals

DoIT will log all support calls with an overall goal of:

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- 1) **Priority 1** = Service inoperable - 75% of tickets resolved within 4 core hours of assignment
- 2) **Priority 2** = Impaired service - 75% of tickets resolved within 8 core hours of assignment
- 3) **Priority 3** = Non-essential resource - 75% of tickets resolved within 24 core hours of assignment

6. Rates

- a. **Comprehensive Monthly:** \$28 per user desktop
- b. **Best Practices:**
- c. **Lockdown/Remote Control:** \$10 per user desktop
- d. **Time and Materials:** The labor rate for desktop related consulting, troubleshooting and other services outside the commodity services defined above is \$75 per hour.
- e. **Service labor rate:** Included in monthly rate
- f. **Service order processing rate:** Not applicable

I. Printing Services

1. Printing Services in Brief

The object of this service is to provide high quality printed output on behalf of agencies. Most printing today is handled by laser printers though some impact printing is still required by customers. DoIT will help setup necessary forms, batches the print files, prints the output, assures necessary quality, and seals the documents if required.

2. Who Uses DoIT's Printing Services?

This service usually serves those with high volume or regularly scheduled printing needs for items such as forms, multi-part forms, and licenses. State agencies using DoIT to host or support their applications find it very convenient to have a single source provide an uninterrupted process for their printing needs. DoIT simply takes the print files from mainframe, UNIX, or NT applications and processes them per agency instructions.

3. Printing Services Description

DoIT generally establishes a brief, one page SLA with the agencies to make sure their specific needs are addressed. Each customer has different needs reflecting

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the type of documents, timing and finishing required. These SLA's are established by discussing agency needs with DoIT's manager over the printing area.

4. Service Details

- a. Hours of service:** 7 X 24
- b. Other:** Service specifics are designed into individual SLA's and may include pickup times, form type, and other needed information to make printing needs successful and routine.

5. Service Processes

- a.** Service processes are detailed in individual SLA's per agency's needs.
- b.** Trouble Processing - Procedures for problems with the printing process are detailed in the agency's SLA.

6. Rates

<u>Service</u>	<u>Rate</u>
Impact	2.0432 per 1000 lines
Simplex	30.00 per 1000 pages
Duplex	55 per 1000 pages
Overlay	2.63 per 1000 pages
Pressure Sealing	4.02 per 1000 pages
Overview: DoIT offers high-speed, high-volume, high-quality printing for agencies with applications hosted on any platform (includes UNIX, NT, mainframe).	